Santa Cruz Lake Recreation Area
Visitor Survey

Introduction

In order for the Bureau of Land Management (BLM) to comply with the Government Performance and Results Act (GPRA), and better meet the needs of the public; a visitor satisfaction survey was conducted at 21 BLM recreation sites in 12 states during fiscal year 2007 (FY07). The survey was developed to measure each site’s performance related to BLM GPRA Goal 3.1 - Provide for a quality recreation experience, including access, and enjoyment of natural and cultural resources on DOI managed and partnered lands and waters; and Goal 3.2 - Provide for and receive fair value in recreation. The information collected during the survey will also help the BLM better serve the public. The survey collected visitor satisfaction data regarding visitor information (i.e., use of maps, signs, brochures), developed facilities, managing recreation use, resource management, BLM staff and customer service, and educational and interpretive materials.

The results of the visitor satisfaction survey conducted at Santa Cruz Lake Recreation Area are summarized in this data report. A description of the research methods and limitations can be found on the next page. Below (left) is a graph summarizing visitor opinions of the "overall quality of recreation experience." The satisfaction measure next to this graph is a combined percentage of "good" and "very good" responses. This is the primary performance measure for GPRA Goal 3.1 and should be used for reporting performance for this goal (NOTE: the satisfaction measure may not equal the sum of "very good" and "good" percentages due to rounding).

The response rate for this site survey was 93%. The graph and satisfaction measure summarizing visitor opinions of the “value for fee paid”, which is the primary performance measure for GPRA Goal 3.2, can be found on page 9.

**Overall quality of recreation experience**

FY07: 251 respondents

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<th>Rating</th>
<th>Proportion of respondents</th>
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<tr>
<td>Very good</td>
<td>39%</td>
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<td>Good</td>
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<td>Very poor</td>
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**FY07 GPRA Satisfaction Measure**

Percentage of site visitors satisfied overall with appropriate facilities, services, and recreational opportunities:

84%

Satisfaction measure: 84%
Average evaluation score: 4.2
Understanding the Results

Inside this report are graphs that illustrate the survey results. The report contains 8 categories of data regarding BLM amenities, staff, and services plus selected demographics. Within these categories are graphs for each indicator evaluated by site visitors. For example, the Visitor Information category includes indicators such as “providing useful maps and brochures,” “adequate signs on site for direction,” and so forth. In each category there is a graph entitled “Everything Considered” this graph is the basis for determining visitor satisfaction for each category and GPRA reporting numbers.

Each graph includes the following information:

- The number of visitor responses for the indicator;
- The percentage of responses which were "very good," "good," "average," "poor," and "very poor;"
- A "satisfaction measure" that combines the percentage of total responses which were "very good" or "good;", and
- An average evaluation score (mean score) based on the following values: very poor= 1, poor= 2, average= 3, good= 4, very good= 5.

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<th>Very Poor</th>
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<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
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- The higher the average evaluation score, the more positive the visitor response
- Graph percentages may not equal 100% due to rounding

Research Methods

Surveys were distributed to a random sample of visitors at this site during a selected period in FY07, The survey response rate is described on the first page of this report, meaning that 93% of those randomly sampled responded to the survey. The data reflect visitor opinions about this site's facilities, management, services, educational opportunities, and fees during the survey period. Visitor activities and selected demographics were also captured. A representative sample of the general visitor population were surveyed at selected locations. The results do not necessarily apply to visitors during other times of the year, or visitors who did not visit the survey locations on site.

Returned surveys were electronically scanned and the data analyzed. Frequency distributions were calculated for each indicator and category.

All percentage calculations were rounded to the nearest percent.

The survey response rate is described on the first page of this report. The sample size (n) varies from figure to figure, depending on the number of responses.

Caution is advised when interpreting any data with a sample size of less than 30. In such cases, the word “CAUTION!” is included in the graph. This report excludes any indicator with less than 10 responses.

For most indicators, the survey data are expected to be accurate with in ± 6% with 95% confidence. This means that if different samples had been drawn, the results would have been similar (±6%) 95 out of 100 times.

For more information about this survey, contact Jennifer Hoger Russell, BLM Survey Project Coordinator at the University of Idaho Park Studies Unit (208) 885-4806
Each indicator regarding Inside calculations apply to general Visitor opportunities, which is the primary performance measure for GPRA Goal 3.2. Opinions of the "value for fee paid" can be used for reporting performance for GPRA Goal 3.1 and should be used for reporting performance for Goal 3.2.

For FY07, satisfaction measure: 75%.

For FY07, satisfaction measure: 80%.

For FY07, satisfaction measure: 77%.

For FY07, satisfaction measure: 79%.

Satisfaction measure: 71%

Satisfaction measure: 82%

Satisfaction measure: 82%

Ensuring public awareness of rules and regulations
FY07: 254 respondents

Rating

Average 18%

Poor 0%

Very poor 0%

Very good 24%

Good 56%

Proportion of respondents

Ensuring public awareness of rules and regulations
FY07: 254 respondents

Rating

Average 18%

Poor 0%

Very poor 0%

Very good 24%

Good 56%

Proportion of respondents

Average evaluation score: 4

Everything considered: quality of BLM visitor information
FY07: 264 respondents

Rating

Average 17%

Poor 0%

Very poor 0%

Very good 28%

Good 54%

Proportion of respondents

Proportion of respondents

Everything considered: quality of BLM visitor information
FY07: 264 respondents

Rating

Average 17%

Poor 0%

Very poor 0%

Very good 28%

Good 54%

Proportion of respondents

Average evaluation score: 4.1

Average evaluation score: 4.1
The results of the visitor satisfaction survey conducted at Santa Cruz Lake Recreation Area are summarized below.

**Maintaining roads for motorized vehicles**

- **FY07:** 261 respondents
- **Satisfaction measure:** 80%
- **Average evaluation score:** 4.1

**Maintaining trails for non-motorized use**

- **FY07:** 248 respondents
- **Satisfaction measure:** 77%
- **Average evaluation score:** 4

**Maintaining cleanliness of restrooms and other physical facilities**

- **FY07:** 263 respondents
- **Satisfaction measure:** 89%
- **Average evaluation score:** 4.4

**Everything considered: overall condition of developed facilities**

- **FY07:** 263 respondents
- **Satisfaction measure:** 87%
- **Average evaluation score:** 4.2
Santa Cruz Lake Recreation Area
Managing Visitor and Recreation Use

Managing the appropriate use of vehicles
FY07: 241 respondents

- Very good: 21%
- Good: 54%
- Average: 17%
- Poor: 4%
- Very poor: 0%

FY07: Satisfaction measure: 79%
Average evaluation score: 4

Managing the number of people
FY07: 238 respondents

- Very good: 29%
- Good: 50%
- Average: 21%
- Poor: 0%
- Very poor: 0%

FY07: Satisfaction measure: 79%
Average evaluation score: 4.1

Keeping noise at appropriate levels
FY07: 248 respondents

- Very good: 24%
- Good: 52%
- Average: 21%
- Poor: 3%
- Very poor: 1%

FY07: Satisfaction measure: 76%
Average evaluation score: 4

Providing sufficient law enforcement presence to prevent crime
FY07: 211 respondents

- Very good: 12%
- Good: 27%
- Average: 27%
- Poor: 22%
- Very poor: 11%

FY07: Satisfaction measure: 39%
Average evaluation score: 3.1

Everything considered: visitor and recreation management
FY07: 263 respondents

- Very good: 22%
- Good: 40%
- Average: 27%
- Poor: 2%
- Very poor: 0%

FY07: Satisfaction measure: 71%
Average evaluation score: 3.9
Each returned survey will also help the BLM better serve the public. The survey collected visitor satisfaction data in this data report. A description of the research methods and limitations can be found on the next page.

### Adequately protecting the natural resources

**FY07: 250 respondents**

- **Very good**: 34%
- **Good**: 52%
- **Average**: 24%
- **Poor**: 1%
- **Very poor**: 0%

FY07 Satisfaction measure: 75%
Average evaluation score: 4

### Ensuring that visitor activities do not infringe on resource protection

**FY07: 240 respondents**

- **Very good**: 29%
- **Good**: 56%
- **Average**: 20%
- **Poor**: 0%
- **Very poor**: 0%

FY07 Satisfaction measure: 80%
Average evaluation score: 4

### Adequately protecting the cultural resources

**FY07: 238 respondents**

- **Very good**: 18%
- **Good**: 54%
- **Average**: 28%
- **Poor**: 1%
- **Very poor**: 0%

FY07 Satisfaction measure: 71%
Average evaluation score: 3.9

### Everything considered: BLM protection of natural and cultural resources

**FY07: 256 respondents**

- **Very good**: 22%
- **Good**: 56%
- **Average**: 21%
- **Poor**: 0%
- **Very poor**: 0%

FY07 Satisfaction measure: 79%
Average evaluation score: 4
Staff demonstrated knowledge about the natural and cultural resources in the area

FY07: 241 respondents

Very good: 41%
Good: 47%
Average: 10%
Poor: 1%
Very poor: 0%

Staff treated me courteously

FY07: 262 respondents

Very good: 59%
Good: 40%
Average: 0%
Poor: 0%
Very poor: 0%

Staff demonstrated knowledge about recreational opportunities in the area

FY07: 258 respondents

Very good: 43%
Good: 47%
Average: 10%
Poor: 0%
Very poor: 0%

Everything considered: performance of BLM staff

FY07: 262 respondents

Very good: 48%
Good: 48%
Average: 0%
Poor: 0%
Very poor: 0%

FY07: 262 respondents

Very good: 94%
Good: 46%
Average: 0%
Poor: 0%
Very poor: 0%

FY07: Satisfaction measure: 89%
Average evaluation score: 4.3

FY07: Satisfaction measure: 95%
Average evaluation score: 4.5

FY07: Satisfaction measure: 90%
Average evaluation score: 4.3

FY07: Satisfaction measure: 63%
Average evaluation score: 3.6

FY07: Satisfaction measure: 66%
Average evaluation score: 3.7

FY07: Satisfaction measure: 94%
Average evaluation score: 4.4

Very good: 100%
Good: 80%
Average: 17%
Poor: 4%
Very poor: 0%

Very good: 100%
Good: 80%
Average: 17%
Poor: 4%
Very poor: 0%

Very good: 100%
Good: 80%
Average: 17%
Poor: 4%
Very poor: 0%

Very good: 100%
Good: 80%
Average: 17%
Poor: 4%
Very poor: 0%
Providing quality educational and interpretive material about the resources at this site

FY07: 191 respondents

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<tr>
<th>Rating</th>
<th>Proportion of respondents</th>
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<tbody>
<tr>
<td>Very good</td>
<td>9%</td>
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<tr>
<td>Good</td>
<td>52%</td>
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<tr>
<td>Average</td>
<td>36%</td>
</tr>
<tr>
<td>Poor</td>
<td>4%</td>
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<tr>
<td>Very poor</td>
<td>0%</td>
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FY07: Satisfaction measure: 61%
Average evaluation score: 3.7

Providing a sufficient quantity of educational and interpretive materials about the resources at this site

FY07: 186 respondents

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<th>Proportion of respondents</th>
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<tr>
<td>Very good</td>
<td>8%</td>
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<tr>
<td>Good</td>
<td>53%</td>
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<tr>
<td>Average</td>
<td>32%</td>
</tr>
<tr>
<td>Poor</td>
<td>8%</td>
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<tr>
<td>Very poor</td>
<td>0%</td>
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FY07: Satisfaction measure: 61%
Average evaluation score: 3.6

Should the BLM provide more educational and interpretive material about this area's resources?

FY07: 251 respondents

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<thead>
<tr>
<th>Rating</th>
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<tbody>
<tr>
<td>Yes</td>
<td>70%</td>
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<tr>
<td>No</td>
<td>30%</td>
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</table>

FY07: 251 respondents

Providing stewardship information on how to protect the cultural and natural resources

FY07: 200 respondents

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<tbody>
<tr>
<td>Very good</td>
<td>19%</td>
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<tr>
<td>Good</td>
<td>48%</td>
</tr>
<tr>
<td>Average</td>
<td>29%</td>
</tr>
<tr>
<td>Poor</td>
<td>6%</td>
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<tr>
<td>Very poor</td>
<td>0%</td>
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FY07: Satisfaction measure: 66%
Average evaluation score: 3.8

Providing information about resource preservation and management in this area

FY07: 179 respondents

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<tbody>
<tr>
<td>Very good</td>
<td>16%</td>
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<tr>
<td>Good</td>
<td>49%</td>
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<tr>
<td>Very poor</td>
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FY07: Satisfaction measure: 65%
Average evaluation score: 3.7

Everything considered: interpretive and educational program

FY07: 187 respondents

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<td>Poor</td>
<td>4%</td>
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<td>Very poor</td>
<td>0%</td>
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FY07: Satisfaction measure: 63%
Average evaluation score: 3.8
Total fees paid
FY07: 280 respondents

Amount spent
- No fees: 13%
- Under $25: 84%
- $25 - $50: 3%
- $50 or more: 0%

How appropriate was the fee charged for this site/area?
FY07: 264 respondents

Rating
- Far too low: 2%
- Too low: 10%
- About right: 78%
- Too high: 8%
- Far too high: 3%

The value of the recreation opportunity was at least equal to the fee asked to pay.
FY07: 260 respondents

Rating
- Strongly agree: 17%
- Agree: 66%
- Not sure: 14%
- Disagree: 3%
- Strongly disagree: 1%
**Primary activities**

FY07: 271 respondents**

- Camping: 29%
- Fishing: 72%
- Hunting: 1%
- Sightseeing: 40%
- Picnicking: 60%
- Hiking/walking: 41%
- Swimming: 5%
- Motorized boating: 17%
- Non-motorized boating/rafting: 9%
- Horseback riding: 1%
- Bicycling: 4%
- Motorized recreation vehicles: 1%
- Education and interpretation: 1%
- Birdwatching/wildlife viewing: 15%
- Other: 4%

**Proportion of respondents**

**Percentages do not equal 100 because visitors could choose more than one activity.
Santa Cruz Lake Recreation Area
Demographics

Visitor group composition
FY07: 193 groups

Age group

- Adults (18 and over): 60%
- Teenagers (13-17): 11%
- Children (under 12): 26%

Proportion of groups

Number of teenagers (13-17) in group
FY07: 193 groups

- 6 and more: 1%
- 3-5: 4%
- 1-2: 28%
- None: 72%

Proportion of groups

Number of children (under 12) in group
FY07: 193 groups

- 6 and more: 2%
- 3-5: 12%
- 1-2: 47%
- None: 41%

Proportion of groups

Respondent age
FY07: 259 respondents

- 71 and over: 9%
- 61-70: 19%
- 51-60: 20%
- 41-50: 27%
- 31-40: 16%
- 22-30: 7%
- 18-21: 2%

Number of respondents

Gender
FY07: 257 respondents

- Male: 61%
- Female: 39%

Number of respondents

Other relevant information includes:

- FY07: 186 respondents
- FY07: 191 respondents
- FY07: 200 respondents
- FY07: 262 respondents
- FY07: 241 respondents
- FY07: 260 respondents
- FY07: 280 respondents
Educational and interpretive materials

Recreational opportunities in the area

Staff demonstrated knowledge about educational and interpretive material about the site.

Rating

In group FY07 Satisfaction measure: 61%

Teenagers

Age

(18 and over) in group

Very good

Very poor

Average

Average evaluation score: 3.6

Good

Good

Good

Visitor group composition

(71 and over)

(under 12)

22-30

31-40

41-50

51-60

6 and more

FY07: 251 respondents

FY07: 262 respondents

FY07: 193 groups

FY07: 259 respondents

FY07: 193 groups

Proportion

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